HealthCare Consumers



ANNUAL REPORT 2025-2026

Annual Report 2025-2026

This report reviews the activities and achievements of Health Care Consumers' Association of the ACT (HCCA) during the period 1 July 2025 to 30 June 2026.

The report is also available on our website at www.hcca.org.au.
If you would like a hard copy, please contact the office at adminofficer@hcca.org.au.

Acknowledgement of Country
HCCA acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the lands and waters throughout Australia.

Our office stands on the traditional lands of the First Nations peoples of Canberra and surrounds. We value their cultures, identities, and continuing connection to country, waters, kin, and community. We pay our respects to Elders past, present, and emerging, and are committed to making a positive contribution to the well-being of Aboriginal and Torres Strait Islander people by being welcoming, safe, culturally appropriate, and inclusive. We are committed to contributing to closing the gap in health outcomes.

We also acknowledge that we have much to learn from the wisdom of Aboriginal cultural practices and knowledge around health.

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Contents

HCCA Vision and Values	**4**
HCCA Strategic Plan 2025-2030	**7**
President's report	**8**
Executive Director's report	**10**
Treasurer's report	**12**
Highlights from 2025-26	**14**
Goal 1 **Support consumers to be active in managing their own health**	**15**
Health literacy program	15
Engagement with multicultural communities	17
Quality Use of Medicines (QUM) project	18
GOAL 2 **Improve the safety and quality of health services**	**19**
Consumer participation and leadership	19
Consumer-focused workforce development	21
Consumer participation in research	22
Service planning and design	23
GOAL 3 **Influence strategic priorities for investment and development of the public health system**	24
Health policy	24
Chronic Conditions Network	26
Consumer Reference Groups	27
Consumer involvement in Health Infrastructure	27
GOAL 4 **Our members, staff and stakeholders regard HCCA as a strong and responsive organisation**	**28**
HCCA Members	28
Executive Committee	28
Staff	29
Communication and Engagement	30
Partnerships	31
Appendix 1: List of consumer and organisational representative positions	**33**
Appendix 2: Policy submissions or input	**39**
Appendix 3: Partnerships with organisations	**41**
Appendix 4: List of organisations in the Chronic Condition Network	**42**

Health Care Consumers' Association of the ACT

Vision



A health system that supports consumers to be active in managing our health and delivers safe, high quality health care that meets the needs of individuals and communities.

About HCCA



We are the peak consumer health advocacy organisation in the Canberra region. We are a health promotion charity that works to improve health outcomes through systemic advocacy and consumer empowerment. Our advocacy has impact in the ACT and across Australia.



We are a voice for consumers on health issues and provide opportunities for health care consumers to participate in all levels of health service design and planning, policy development, research and decision making.



We are an inclusive organisation and recognise and respect the diversity of consumer experiences and perspectives. We value the contribution of our members, allies and partners.

Our Values

1 Integrity

WE DEMONSTRATE INTEGRITY BY:

- Ensuring advocacy priorities align with evidence of what will improve safety and quality of health services.
- Providing meaningful opportunities for engagement that are respectful, inclusive of diversity and trauma informed.
- Being accountable to stakeholders, including ensuring consumers are informed about the outcomes from their input.
- Being committed to transparency and good governance.

2 Collaboration

WE COLLABORATE EFFECTIVELY BY:

- Being clear about the long-term goals of the organisation.
- Being focused and flexible, responding to the environments in which we operate.
- Developing advocacy positions and strategies with members and our networks.
- Effectively engaging, communicating and collaborating with organisations that share our objectives and values.

3 Equity

WE PRIORITISE EQUITY IN HEALTH OUTCOMES BY:

- Adopting an intersectional approach to identifying advocacy priorities and developing advocacy positions.
- Promoting the voice of all, especially those that are underrepresented or unable to advocate for themselves.
- Facilitating greater consumer participation in health service planning, policy development, and decision-making processes by providing training and guidance to consumers to be effective advocates.

4 Inclusiveness

WE DEMONSTRATE INCLUSIVENESS BY:

- Valuing our members' knowledge, experience and involvement in our organisation and the consumer movement.
- Seeking and reflecting diverse perspectives on the experience of care and the planning and design of health services, policies, and systems.
- Ensuring contributions to HCCA activities can be made online, in person and in a range of other ways and locations to optimise participation.

HCCA involves consumers through:

Supporting consumer representation and promoting the consumer perspective in health care

Undertaking consumer and community consultations

Disseminating information on behalf of member organisations and health services

Facilitating training and education for consumers, carers and service providers

Delivering community forums and information sessions about health services

Conducting and participating in research into consumer experiences of human services



HCCA member Janine Lourensz and EC member Karen McKernan at AGM November 2025.

HCCA staff with Minister Rachel Stephen-Smith at the National Multicultural Festival, February 2026



HCCA Strategic Plan 2025-2030



This annual report reflects the goals and objectives outlined in our Strategic Plan 2025-2030.

You can access the Strategic Plan 2025-2030 on HCCA's website in the Publications section or via this link: https://www.hcca.org.au/publication/strategic-plan-2025-2030/

President's Report



This will be my final report to Health Care Consumers' Association (HCCA) members as my allocated term comes to an end at the next AGM. I have been very fortunate to have the opportunity to represent HCCA in this role for the past four years, during which time we have continued to grow and work together on behalf of health care consumers in the ACT and surrounding region.

Each year has brought its own unique opportunities and challenges. This year has probably brought the biggest challenge for the organisation in some time as we welcomed a new Executive Director (ED) and worked with him as we all transitioned to some new ways of working and achieving desired outcomes.

As part of the work to assist in the transition, the EC engaged a consultant to help us complete a review of HCCA's governance arrangements to ensure that we were well placed to provide the best oversight and support for a new Executive Director.

This was a comprehensive process involving a review of our governance policies and procedures, an evaluation of the EC performance and assessment of the working relationship between the EC and the ED. The final report was endorsed by the EC in July 2026.

The findings from the review are largely positive in terms of our documentation, oversight, financial and strategic management processes and procedures, but there were some areas that have been identified for some refinement and improvement. The EC will be working with the ED and other staff to make any necessary refinements to our governance processes over the next 12 months.

Throughout this period of transition HCCA has remained strong and healthy. The organisation's finances remain sound, as can be seen from the Treasurer's report. There is no risk of insolvency or a failure to meet our obligations as and when they fall due.

HCCA has continued to work with other peak bodies to lobby government for improved accommodation as well as an improved funding model that recognises the increasing costs of delivering programs and services provided by community organisations

In the coming year we will commence negotiations for a new 5-year grant with the ACT Government to enable us to continue our work. Some of the ways we work with health services may be impacted by the findings of the recent ACT Government commissioned review of health services in the ACT.



Kate Paul (Assistant Director, Allied Health Policy and Engagement), Linda Trompf (HCCA President), Sue Fitzpatrick (Chief Allied Health Officer ACT) and Kathryn Briant (HCCA) at the International Forum on Quality and Safety in Healthcare, November 2025

The independent review into the Australian Capital Territory (ACT) health system, led by Chair Michael Walsh PSM, released its final report in June 2026 with 49 key recommendations to overhaul governance, transparency, and workplace culture in our health services. HCCA provided significant input into this review. Some of the recommendations may result in changes to the ways health services fund and manage their relationships with community organisations. The new President and the ED will work with funding bodies to negotiate the most appropriate model to secure HCCA programs into the future.

Throughout this year members and staff have remained committed to the work of HCCA. We have welcomed a number of new members and staff who have brought new ideas, experiences and energy to our work. At this stage I would like to particularly note the patience and ongoing commitment our dedicated staff have sustained during the period of transition to a new ED. They have continued to deliver on programs and outcomes on time and to a consistently high standard.

As my term on the EC comes to an end, I would like to thank members for the opportunity to contribute to the work of HCCA in this way. It has been a great privilege. I would also like to thank all the members of the EC I have worked with during this time. Their passion, wisdom and commitment to HCCA bring an exceptional level of support and scrutiny to the decision-making processes necessary to maintain a strong and viable organisation. Members should feel assured that HCCA is in good hands for the future.

Linda Trompf
President

Executive Director's report



Leadership transition and organisational growth

It has been a significant year of change at HCCA. The organisation has grown, with new roles created and new staff joining the team, while also navigating an important leadership transition as Darlene stepped away after almost two decades of service.

This growth reflects many years of strong advocacy and sustained effort by HCCA. It also speaks to the strength of the relationships the organisation has built and maintained with stakeholders throughout the leadership transition.

I would like to thank Darlene for preparing the organisation and the team so well for this transition. I have been given the opportunity to work with a strong, influential and well-governed organisation that has made a lasting contribution to advancing consumer rights over many decades. It is a huge honour to be entrusted to take the helm at HCCA.

I am grateful for the support of the Executive Committee, the team and the members. I look forward to continuing to work alongside them to ensure consumers remain at the centre of health care.

HCCA's ongoing success

The success of HCCA is underpinned by collaboration and strong relationships. This continues to be the case. We remain an influential and trusted partner with the government, and this is reflected in the opportunities that the organisation has had this year. HCCA has been successful in receiving funding to conduct a scoping study around individual health advocacy in the ACT and has been funded to continue important work in planned care and quality and safety reforms. We also anticipate that our work in the infrastructure space will continue, with the significant amount of investment that has been injected into building and updating health infrastructure.

Looking ahead

This year, I have spent time reading HCCA's history, learning about its legacy and reading all the publications released over many years. These documents show how the issues we advocate for have changed over time, and how HCCA has contributed to meaningful improvements in consumer rights and consumer input into the health care system.

While there is still much work to do, it is important to recognise how these challenges have evolved and to maintain sight of the progress already made. The Inquiry into ACT health system data, demand and processes has provided a clear outline of the reforms currently needed to continue to modernise our health system.

Most importantly, this work continues to provide opportunities for staff, members and consumer representatives to ensure consumer voices are heard in health care. Your contribution will help shape a health system that is patient-centred, effective and responsive to the needs and experiences of consumers.

HCCA is well positioned and well prepared for the future. The next few years will be very busy supporting significant reform in the ACT Health System. We have a great team, a strong reputation and excellent stakeholder relationships that will support HCCA to ensure that consumer voice is held at the centre of health care.

Lachlan Atyeo

Executive Director



HCCA staff and Executive Committee at the final morning tea for former Executive Director Darlene Cox, January 2026

Treasurer's Report



Income

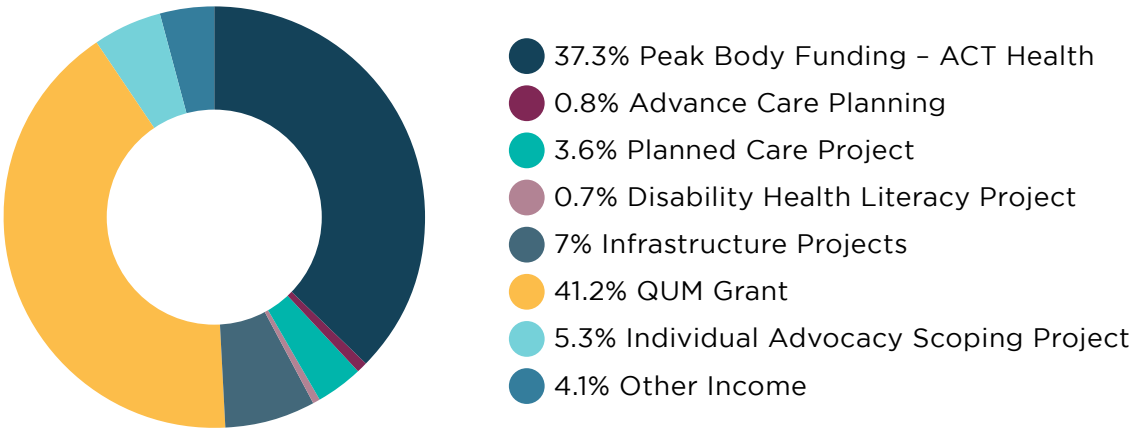
Total income for the year 2025-2026 was $2,850,397.
This represents a 12% increase compared to the year 2024-25 ($2,546,074).

The Peak Body Deed of Grant from the ACT Health Directorate (core funding) remains HCCA's main source of operating income, comprising around 37% of total income. In addition to the core funding, HCCA received additional funding from the ACT Health Directorate for a number of projects, including the Individual Advocacy Scoping Project.

In August 2023, HCCA received funding from the Commonwealth Department of Health and Aged Care for a two-year Quality Use of Medicines (QUM) project. A second grant under the Quality Use of Medicines grant scheme was received in January 2025 for a second three-year project that will run until 2028. In total, the combined funding for Quality Use of Medicines projects represented 41% of HCCA income for the 2025-2026 period. A large proportion of these funds are paid to our consortia partners to support the research, design and development of consumer resources.

The chart below summarises HCCA's income sources.

HCCA Funding Sources in 2025-26



$2,850,397
Total Income

$2,728,637
Expenditure

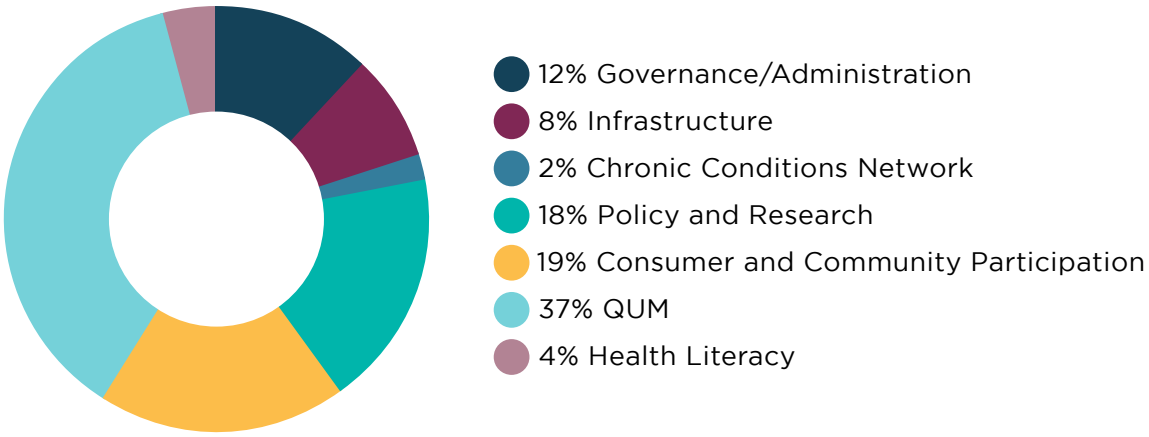
$1,256,224
Members' Equity

Expenditure

Total expenditure for the year was $2,728,637. This is a 14.8% increase compared to 2024-25 ($2,377,880). The bulk of the increase in costs relate to the QUM projects, representing 34% of expenditure.

Work on the QUM projects involves significant resources, as reflected in the proportion of both income and expenditure for this work. The effective delivery of the QUM work relies on the expertise of HCCA's staff and the strength of our partnerships.

Areas in which HCCA spent income 2025-26



HCCA ended the 2025-26 financial year with a surplus of $121,759.

Assets

Net assets have increased from $1,134,464 in 2024-25 to $1,515,766 in 2025-26. This continues the trend seen over the last 10 years.

A proportion of the net assets are held as reserve funds to cover emergencies and unforeseen operational challenges, such as office fires and relocations. The value of Retained Earnings assets has increased, and the Executive Committee is committed to using these funds to cover work on strategic priorities to support the long-term sustainability of the organisation. This includes work on IT capabilities, such as AI and cybersecurity, and ongoing work to enable us to measure our impact and progress against the Strategic Plan 2025-2030.

Liabilities have decreased from $656,879 in 2024-25 to $259,542. Changes in staffing this year have resulted in a decrease in liabilities owed to staff.

In summary, HCCA remains in a strong financial position to continue to deliver on our obligations and advocate on behalf of members, community organisations, and the broader community of the ACT.

Tony Krizan
Treasurer

Highlights from 2025-26

32 presentations on consumer health literacy attended by 614 people.

Hosted 5 community events attended by 197 people and met over 704 people at our stalls at 7 community expos.

Trained over 130 health and community workers and students in 14 sessions so they could help their clients navigate the health care system.

Created Finding the Right Health Service in the ACT booklet and Digital Health Tools webpage on Canberra Health Literacy Hub.

Delivered health information presentations to **more than 20 language groups.**

27 people attended our free Consumer Representative training where they learned about health advocacy.

35 consumer representatives and 13 staff contributed over **800 volunteer hours to 105 committees** across the ACT health system and nationally.

Reviewed 41 consumer resources including factsheets, templates and webpages from a consumer perspective.

Submitted **49 policy submissions** to government and health services making sure that consumer voices are represented in policy and reform discussions.

Supported the Health and Community Services Directorate in the **implementation of the Voluntary Assisted Dying (VAD) service** by providing advice on consumer needs, preferences and concerns.

Published 4 design advice papers on health infrastructure providing consumer-centred design information to infrastructure designers and planners in health.

Consumers **downloaded trusted health information resources 7,824 times** from the HCCA website and 1,641 times from the Quality Use of Medicines Hub.

Shared internal and sector updates as well as consumer opportunities with **547 subscribers** through 25 issues of our newsletter Consumer Bites.

GOAL 1

Support consumers to be active in managing their own health.

Health literacy program

HCCA helped consumers build their knowledge, skills, and confidence to take an active role in their health care by providing presentations, training and resources. These presentations covered topics such as navigating the health system, finding good health information, and Advance Care Planning.

Community Conversations: Navigating Aged Care in the ACT, June 2026





32
consumer health literacy presentations

614
participants

5
community events attended by 197 people

700+
people reached through 7 community expos

HCCA's major public events this year covered topics including palliative care, child development, and aged care. This year, we trialled a new *Community Conversations* format, which gave consumers an opportunity to ask questions and connect directly with local services and experts.

Consumer feedback from these presentations and events

"Every section of the talk was very informed and easy to understand."

"The discussion was useful, and I like the way you led it and handled complexities. What you were able to bring to the fore was the essential need to always have an advocate."

"Learning about all the services and supports available in Canberra, and how to access them. It's good to know about them and refer others to them if appropriate."

"I have just received a truck load of information for all the questions in my heart and I love the connection possibilities that it presents."

"A variety of strategies were discussed for advocacy, not only for oneself but for others as well."

"I am inspired to prepare a kit of information to take with me should I suddenly have to go to hospital and keep it up-to-date."

"I loved the opportunity to get clarity around pathways for children and families who have developmental questions and concerns. I also loved finding out about services that I did not already know about."



Mallika Chaulagain, Av De Vries, and Ivapene Seiuli at the Welcome2Canberra expo, June 2026

Through these events, we provided information packs with plain language resources to help people put information into action. Consumers told us they wanted a simple, printed guide to key health services, so we developed the *Finding the Right Health Service in the ACT* booklet. We also heard that people were confused about digital health records and tools, so we created the *Digital Health Tools* webpage on Canberra Health Literacy Hub.



Ivapene Seiuli at the National Multicultural Health and Wellbeing Conference, November 2025

Engagement with multicultural communities

HCCA continued to strengthen its engagement with multicultural communities and create opportunities for people to share their experiences, access health information and contribute to improving health services.

Some of the highlights of 2025-26 were:

1. Brought together women from multicultural communities for the Quality Use of Medicines project to share their experiences of menopause and help improve health information and care.
2. Connected Canberra Health Services with Pacific communities to better understand community needs and improve kidney health services.
3. Held a multicultural community forum on Voluntary Assisted Dying and palliative care, giving people a safe space to ask questions and share their perspectives.
4. Strengthened relationships with community organisations and diverse communities to support ongoing engagement and collaboration.
5. Delivered health information presentations to more than 20 language groups to help people from multicultural communities better understand and navigate the health system.

Language groups reached:

Dari | Arabic | Farsi | Serbian | Vietnamese | Chinese
Italian | Samoan | Tongan | Fijian | Sinhala | Tamil
Hindi | Bengali | Spanish | and more

Through these activities, we built trusted partnerships and brought diverse consumer perspectives into health care conversations, helping create more inclusive and culturally responsive health services.



Ivapene Seiuli at the Canberra Multicultural Community Forum, June 2026

Quality Use of Medicines (QUM) project

The National Quality Use of Medicines (QUM) project aims to help consumers:

- Use medicines safely
- Understand their treatment options
- Understand the risks and benefits of their medicine
- Talk about treatment options with a health care team

We do this through resources like factsheets, webpages, care plans, decision aids and videos. All the resources are free, easy to access and available here: https://qum.hcca.org.au/

Since 2023, we have developed free, evidence-based resources on topics including:

- eczema
- gout
- depression, anxiety and older people
- oral anticoagulants for atrial fibrillation (irregular heartbeat)
- depression, anxiety and young people
- menopause

Consumers, carers, health professionals, and community organisations were involved at every stage of resource development, from identifying priorities and sharing lived experience to reviewing, testing and refining resources.

Evaluation results showed that consumers reported greater knowledge, confidence and ability to manage their health after using QUM resources.

We thank the many consumers, carers and community organisations whose input helped us create practical and health literate resources that support safer, more informed use of medicines.

A full list of organisations is included in Appendix 3.

GOAL 2

Improve the safety and quality of health services.

Consumer participation and leadership

Consumer representatives played a key role in improving health services across the ACT. This year, HCCA consumers and organisational representatives contributed more than 800 volunteer hours across 105 committees, helping shape health policy, service design, research, governance and consumer information.

105
committees

800+
volunteer hours

27
new consumer representatives trained

A full list of consumer and organisational representatives and committees is included in Appendix 1.

HCCA consumer representatives and staff members attended the International Forum in Quality and Safety in Healthcare to learn about quality and safety and gain an insight of how other health services both nationally and internationally engage consumers.

Menopause focus group with multicultural women for QUM, October 2025





HCCA staff and president Linda Trompf with interstate health advocacy colleagues at the International Forum in Quality and Safety in Healthcare, November 2025

We also delivered free Consumer Representative training for 27 community members, building the next generation of community advocates. The Consumer Participation Committee, our internal HCCA body, continued to guide our consumer participation work and strengthen support for consumer representatives.

HCCA would like to thank the following members for their work on the Consumer Participation Committee in 2025-26: Ankith Aswath, Linda Trompf, Louise Bannister, Mike McCartney, Miriam Pavic, and Yvonne Solly.

HCCA members generously volunteer their time to review consumer resources such as factsheets, templates and webpages from a consumer perspective. It helps us make sure the resources are clear and actionable. This year, consumers reviewed 41 resources (30 from Canberra Health Services alone).

HCCA would like to thank the following members for providing feedback on resources: Ravi Krishnamurthy, Lorraine Mallison, Pauline Winslade, Sue Randall, Miriam Pavic, Shilpa Arun, Margo Saunders, Melissa Maurer, Emma Baldock, Jo Bothroyd, Pat McCabe, and Lou Bannister.

Consumer-focused workforce development

HCCA trained more than 130 health and community workers and students in 14 sessions with Canberra Health Services, the University of Canberra and Woden Community Services. These sessions helped participants better understand consumer perspectives and improve the way health services support people to navigate the health care system.

Topics included:

- Practical Ways to Support People with Disability
- Health Literacy for Community Workers
- Consumer Engagement with Researchers
- Culturally Appropriate Health Care

Culturally appropriate healthcare session for University of Canberra occupational therapy students, August 2025





LEFT: Scott Sharpe and Ivapene Seiuli at the National Center for Epidemiology and Population Health for codesign workshop on long COVID and menopause in multicultural communities, July 2026
RIGHT: Katie Potter and Yehuwdiy Dillon from ACT Health and Community Services Directorate with Ivapene Seiuli at the CHARM Awards Dinner, June 2026

Consumer participation in research

HCCA continued to strengthen consumer involvement in health research across the ACT and nationally. We partnered with researchers, supported consumer participation in research governance, and contributed to major research projects focused on improving health care delivery.

We collaborated with Canberra Health Services in the Canberra Health Annual Research Meeting (CHARM) 2026. Consumer engagement was a prominent theme in this event. HCCA member and Health Policy and Research Advisory Committee member, Laura Chien won the prize for best student paper. HCCA staff were involved as judges for awards presented during the conference.

HCCA also participated in a number of research collaboratives:

HealthANSWERS
www.healthanswers.org.au

HEAL Network
healnetwork.org.au

Wiser Health Care
www.wiserhealthcare.org.au

HCCA continues to partner on major health research projects funded by the National Health and Medical Research Council (NHMRC). For example, we advise on a University of Queensland project that is exploring new ways to plan the primary health workforce and make better use of allied health professionals to improve care for consumers.

In late 2025, PanCare engaged HCCA to develop tailored training for partnering in research. HCCA staff co-designed and delivered three seminars that helped consumers and researchers build skills in collaboration.

Service planning and design

HCCA worked with consumers, health services and government to shape and improve the design of health care in the ACT.

HCCA consumer representatives and staff were members of key committees that oversee planned care, quality and safety, clinical governance and health system reform. For example, HCCA is represented on Canberra Health Service's Planned Care Steering Committee, providing consumer perspectives on reforms to outpatient services and scheduled procedures.

HCCA supported the Health and Community Services Directorate to implement Voluntary Assisted Dying (VAD) in the ACT by co-chairing the VAD community advisory body, reviewing community-facing resources, connecting government with community groups and advocates, and providing feedback on consumer needs, experiences and concerns. We also worked closely with multicultural communities to ensure their voices were included. HCCA also supported major health infrastructure projects by ensuring consumer perspectives helped shape the design of new health facilities.

We also made a submission to the ACT Government Inquiry into ACT health system data, demand and processes, providing consumer perspectives to shape health system reforms.

HCCA staff with President Linda Trompf and HCCA members at the International Forum in Quality and Safety in Healthcare, November 2025



3

GOAL 3

Influence strategic priorities for investment and development of the public health system

Health policy

HCCA advocates for health policy that reflects the needs, experiences and priorities of consumers and carers. Through submissions to government and health services, HCCA ensures consumer voices are represented in key policy and reform discussions.

Key advocacy priority areas for HCCA are:

1. Improving care of **older people.**
2. Improving **access to outpatient care.**
3. Implementation of the **Disability Health Strategy.**
4. Responding to the climate emergency by changing the way care is delivered to **reduce carbon emissions and waste**.
5. Improving **communication** with consumers and families whose main language is other than English.
6. **Voluntary Assisted Dying** implementation and community consultation on decision making capacity.
7. Quality and Safety of **maternity services** including advocacy to improve rates of hospital acquired complications.



C Moore at the Digital Health Record access needs launch, February 2026

This year, we completed 49 policy submissions to local and national government and health services.

38
Local submissions

11
National submissions

Our Health Policy and Research Advisory Committee continued to strengthen this work by providing expert consumer advice on policy and research priorities. Members of this Committee for 2025-26 are: Emma Baldock, Indra Gajanayake, Ravi Krishnamurthy, Laura Chien, Jo Bothroyd, Karen McKernan, Pauline Winslade. The Committee met four times during 2025-26.

A full list of submissions is included in Appendix 2.

Chronic Conditions Network

The Chronic Conditions Network was formed in 2023 to identify key issues affecting consumers with chronic conditions and strengthen collaboration to advocate for change.

9
network meetings

33
participating organisations

26
collaborative advocacy priorities

Key Achievements:

- Developed a joint *Chronic Conditions Network ACT Budget Submission* for 2026-27
- Hosted the *Chief Allied Health Officer* at the Network
- Represented chronic conditions organisations together at the *COTA Seniors Expo*
- Collaborated on policy and standards submissions, including the *National Safety and Quality Health Service Standards*, the *ACT Legislative Assembly Inquiry into Endometriosis and pelvic pain* and the *Model of Care for the community Parkinson's Disease nurse*.

"When groups such as the Chronic Conditions Network work together, we have a much stronger voice. That's how real change happens."



Chronic Conditions Network wrap party, November 2025

A full list of participating organisations is included in Appendix 4.

Consumer Reference Groups

Our Consumer Reference Groups (CRGs) bring together members, consumer representatives, and nominees from support groups and health service organisations to inform HCCA's position on health issues of importance to consumers.

Through our Health of Older People CRG and Quality and Safety CRG, consumers provided advice on issues including aged care, healthcare quality, safety, maternity services, medication safety, sepsis and the use of artificial intelligence in health care. These groups helped ensure HCCA's advocacy around health policy and service improvement reflected what matters most to consumers.



Adele Stevens, Chair of the Health of Older People Consumer Reference Group (HOPCRG) at the AGM, November 2025

Consumer involvement in Health Infrastructure

HCCA worked with government, health services and consumers to ensure new health facilities meet the needs of patients, carers and families.

In 2025-26, consumers contributed to major projects including the:

- Northside Hospital
- Acute Palliative Care Unit at the Canberra Hospital
- Paediatric Service Expansion, and
- Pathology Unit Expansion

Through the Health Infrastructure Consumer Reference Group, consumers provided advice on accessibility, family and carer needs, and consumer-centred design.

We also published design advice papers which serve as an ongoing source of consumer-centred design advice for infrastructure designers and planners in health.





LEFT L to R: : Anthea Kerrison, Evie Ramirez, Av De Vries, Julia Rollings, Mike McCartney, Bob Bannister, Andreas Seibold (Director of Food Services), Ravi Krishnamurthy, Middle: Linda Trompf and Holly Young (Assistant Director Quality & Compliance Food Services), Front: Louise Bannister at the tour of Canberra Hospital food services kitchen, August 2025 RIGHT IMAGE: Kate Gorman, Adele Stevens, Darcy Whitmore, and Bernadette Carter at the construction tour of the new Acute Palliative Care Unit at The Canberra Hospital, May 2026

GOAL 4

Our members, staff and stakeholders regard HCCA as a strong and responsive organisation

HCCA Members

We continued to grow our membership and strengthen connections with consumers, carers and community organisations. During 2025–26, **45 new members** joined HCCA, bringing our membership to **252 members**, including 21 organisational members and 231 individual members.

Our members play a vital role in shaping HCCA's work. They contribute their expertise, share lived experience, participate in committees and consumer reference groups, and help us advocate for a better health system for all Canberrans.

Executive Committee

Our Executive Committee provided strong governance and strategic leadership throughout the year in accordance with the Constitution of the Association. The Committee ensured that HCCA's work met the aims and objectives outlined in our Constitution and achieved the goals outlined in the Strategic Plan 2025-2030.

Executive Committee Members for 2025-2026:

President: Linda Trompf
Vice President: Karin Calford
Treasurer: Tony Krizan

Other EC Members:
Izzy Moss
Karen McKernan
Miriam Pavic
Keith Willenberg
Ravi Krishnamurthy
Vanessa Goss

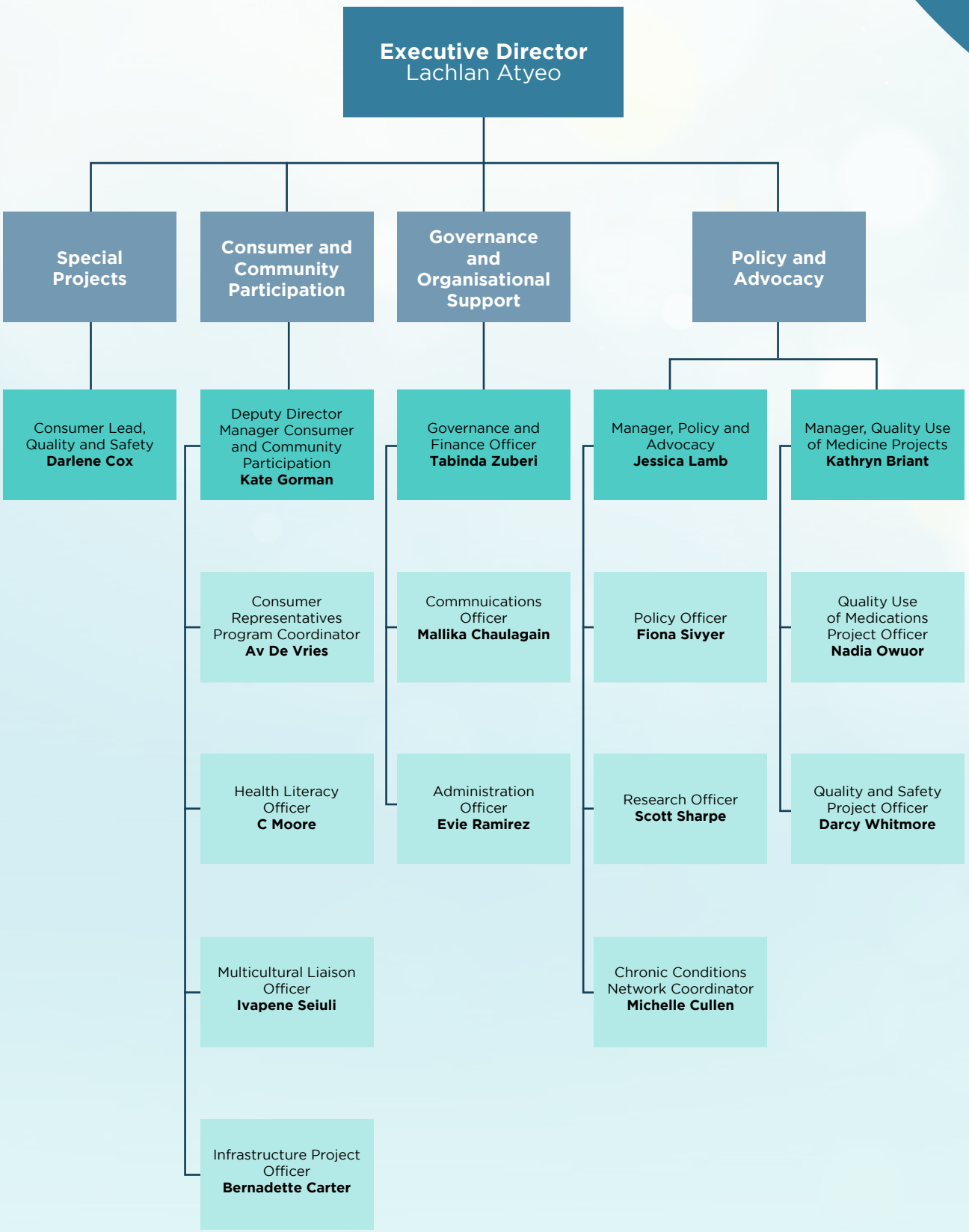


L to R: Ravi Krishnamurthy, Keith Willenberg, Miriam Pavic, Linda Trompf (President), Karen McKernan, and Tony Krizan (Treasurer) at the AGM, November 2025

Full biographies of the EC are available on the HCCA website at www.hcca.org.au/about/executive-committee/

Staff

HCCA Organisational Chart 2025-2026
As at 30 June 2026



Communication and Engagement

We continued to strengthen our communication and engagement with consumers, members and stakeholders through our newsletter, websites and social media channels.

Newsletter www.hcca.org.au/newsroom/newsletters/

Our newsletter, Consumer Bites, is the main form of communication with our membership and networks. We published 25 editions during the year and reached 547 subscribers.

Websites

1. **HCCA Website** (https://www.hcca.org.au/):
The HCCA website connected thousands of consumers with trusted health information, resources and advocacy opportunities, receiving **45,559 page views from 24,817 users** during 2025-26.

2. **Canberra Health Literacy Hub** (https://cbrhl.org.au/):
The Canberra Health Literacy website shares practical resources and information on health literacy for consumers and carers as well as health and community professionals. This website received **36,026 page views from 22,976 users.**

3. **QUM Hub** (https://qum.hcca.org.au/):
The QUM Hub provided consumers and carers with free, evidence-based information about medicines and treatment options, attracting **27,026 page views and 1,641 resource downloads** during the year.



Social Media

Our social media audience also grew across all platforms. During the year, our Facebook content reached more than 434,000 people, while Instagram, LinkedIn and YouTube all recorded strong increases in followers, views and engagement.

These results show that consumers continue to value trusted, accessible and practical health information on social media.

Facebook
https://www.facebook.com/HCCA.ACT

Instagram
https://www.instagram.com/hcca.act

LinkedIn
https://www.linkedin.com/company/3272100/

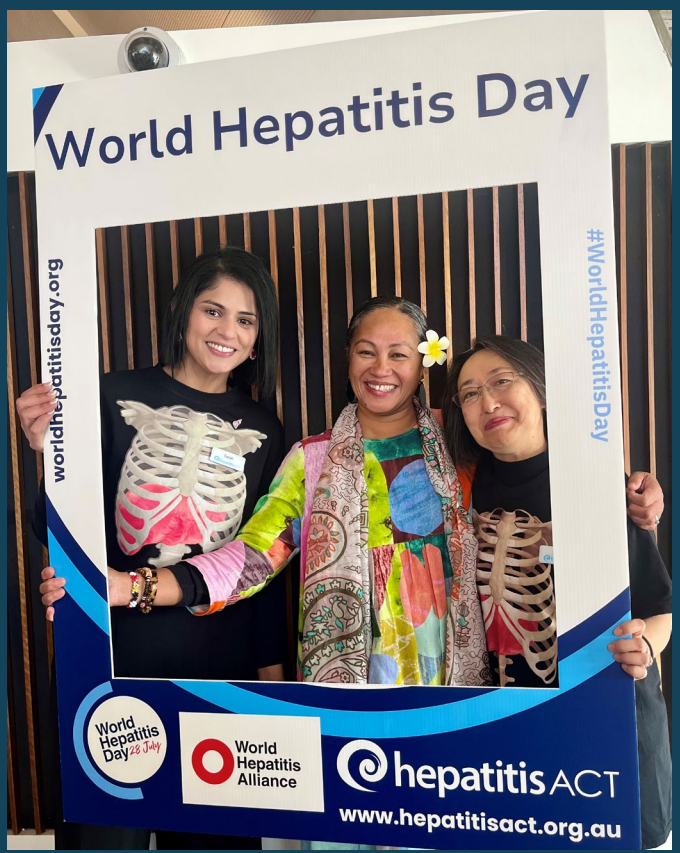
YouTube
https://www.youtube.com/@HCCA-ACT

Partnerships

We strengthened partnerships across the health, government, research and community sectors to improve health services and represent consumer voices across the ACT.

This year, HCCA worked with 77 local and national organisations to deliver projects, engage consumers, improve health information and advocate for better health policies and services. HCCA strongly values the support of our colleagues in these organisations.

A full list of organisations can be found in Appendix 3.



Sarah Ahmed (CEO Hepatitis ACT), Ivapene Seiuli, and Michiko Dowling (Hepatitis ACT) at the World Hepatitis Day event, July 2025



Ivapene Seiuli and Michelle Cullen at Hepatitis ACT's 30 years celebration, June 2026 (photo credit: Hepatitis ACT)



Nadia Owuor, Darcy Whitmore, Av De Vries, and Evie Ramirez at the AGM, November 2025



Arif Haque (Canberra Multicultural Community Forum), Ivapene Seiuli, Shephalie Williams (Australian Bahá'í Community's Office of External Affairs), Janine Lourensz, and Ravi Krishnamurthy at the Baha'i Parliamentary Reception, November 2025



Dr. Nilofar Ebrahimi, Chief Minister Andrew Barr, and Chin Wong at Diwali ACT Chief Minister Reception, October 2025



Former Executive Director Darlene Cox at the AGM, November 2025



Anup John Pereira (mHUB), Ivapene Seiuli, and Zakia Patel (mHUB) at the MieACT DoNOHarm Launch, September 2025

Appendix 1:
List of consumer and organisational representative positions

Canberra Health Services

Committee Name	Representative Name
ACT Equipment Loans Scheme Advisory Committee	Marion Reilly
ACT Pathology Project Control Group	Miriam Pavic, Janine Lourensz*
Acute Palliative Care Unit PCG	Adele Stevens, Janine Lourensz*, Kate Gorman*, Yelena Minasyan*
Advanced Life Support Training Working Group	Adele Lewin
Bariatric Surgery Advisory Committee	Damien Bond
Blood Management Committee	Damien Bond, Linda Trompf
Breast Screen ACT Reference Group	Louise Bannister
Cancer and Ambulatory Support Clinical Governance Committee	Indra Gajanayake
Cancer Consumer Reference Group	Anthea Kerrison, Carolyn Smith, Kate Gorman*
CHARM Advisory Committee	Shivana Chandra*
CHS Standard 1 Clinical Governance Committee	Darlene Cox
Clinical Ethics Committee	Karen McKernan, Terri Warner
Clinical Learning and Teaching Strategy Implementation Steering Group	Shivana Chandra*
Clinical Review Committee	Fiona Tito Wheatland, Laura Chien
Community Care Program Clinical Governance Committee	Ann Lawless
Community Quality and Safety Committee	Louise Bannister, Darlene Cox
Consumer and Carer Committee	Ivapene Seiuli*, Kate Gorman*, Michelle Cullen*
Consumer Handout Committee	Adele Lewin, Heather Warfield, John Meyer, Ivapene Seiuli*
Delirium Clinical Care Standard Implementation Group	Beatrice Vann
Dental Consumer Reference Group	Ivapene Seiuli*, Kate Gorman*, C Moore (Proxy)*
Disability Action and Inclusion Plan Implementation Steering Group	C Moore
Discharge Summary Working Group	Michelle Cullen
Division of Allied Health Quality and Safety Committee	Adele Lewin
End of Life and Palliative Consumer Reference Group	Adele Stevens
Expanding Endoscopy Project Control Group	Janine Lourensz*, Yelena Minasyan*
Food Services HACCP Training and Quality Meeting	Av De Vries*
Getting Ready Project (Voluntary Assisted Dying)	Indra Gajanayake, C Moore*
International Allied Health Conference Planning Committee	C Moore*
Maternity, Gynaecology and Obstetrics Quality and Safety Committee	Miriam Pavic
Medication Safety Committee (NSQHS Standard)	Kathryn Briant*
Network Clinical Governance Committee	Darlene Cox*
North Canberra Hospital Medication Safety Committee	Shivana Chandra*
Occupational Violence Committee	Miriam Pavic, Av De Vries*

Oral Health Services Clinical Governance Committee	Linda Trompf
Paediatric Quality and Safety Committee	Julia Rollings
Paediatric Service Expansion Project Control Group	Kate Gorman*
Partnering with Consumers and Carers Committee	Av De Vries*, Darlene Cox*
Partnering with Consumers and Carers Documents Working Group	Av De Vries*
Perinatal and Infant Mental Health Unit Feasibility Study working group	Kate Gorman*, Jessica Lamb* (Proxy)
Planned Care Steering Committee	Jessica Lamb*, Shivana Chandra*
Policy Document Review Panel	Ankith Arun Aswath, Sue Randall
Reasonable Adjustments Working Group	C Moore*
Recognising and Responding to Acute Deterioration Committee	Adele Lewin
Research Strategy Advisory Council	Shivana Chandra*
Strategic Advisory Committee	Alan Thomas, Lachlan Atyeo*
Women Youth Children Clinical Governance committee	Michelle Cullen*

ACT Health and Community Service Directorate

Committee Name	Representative Name
ACT Clinical Systems Governance Committee	Linda Trompf, Vanessa Goss
ACT Disability Health Reference Group	Louise Bannister, C Moore*
ACT Health System Council	Darlene Cox*
ACT Mental Health Coordinating Group	Kate Gorman*
ACT Palliative Care Governance Committee	Adele Stevens, Lachlan Atyeo Jessica Lamb* (proxy)
ACT Palliative Care Operations Management Committee	C Moore*, Kate Gorman*
ACT Pathology Governance, Quality & Safety Committee	Miriam Pavic
Canberra Script Stakeholder Engagement Group	Jessica Lamb*
Digital Health Record Consumer Experience Advisory Board	C Moore*, Jessica Lamb*, Michelle Cullen*
Emergency Management Committee	Lachlan Atyeo*
Health Technology Advisory Committee	Keith Willenberg
Maternity in Focus Advisory Group	Jessica Lamb*
Medical and Dental Appointment Advisory Committee	Linda Trompf
NGO Leadership Group in 2025	Jessica Lamb*
Nursing and Midwifery Leaders Network	Vanessa Goss, Kate Gorman* (Proxy)
Nursing and Midwifery -Towards a Safer Culture Steering Committee	Heather Warfield, Av De Vries* (Proxy)
Primary Care Pilot Working Group	Shivana Chandra*
Virtual Care and Telehealth Expert Advisory Group	Jessica Lamb*
Voluntary Assisted Dying Community and Consumer Advisory Group	Kate Gorman*, Jessica Lamb*

Infrastructure Canberra

Committee	Name
Territory Wide Health Infrastructure Community Reference Group	Ankith Arun Aswath, Heather Warfield, Julia Rollings, Louise Bannister, Bernadette Carter*, Kate Gorman*, Janine Lourensz*, Yelena Minasyan*

ACT Education Directorate

Committee	Name
Disability Education Reference Group	Michelle Cullen*

ACT Justice and Community Safety Directorate

Committee	Name
ACT Ambulance Service Consumer Advisory Group	C Moore*

ACT Human Rights Commission

Committee	Name
Elder Abuse Prevention Network	Indra Gajanayake

Capital Health Network

Committee	Name
ACT/NSW GP Workforce Planning and Prioritisation Program	Kathryn Briant*
Clinical Advisory Committee	Kate Gorman*
Community Advisory Council	Av De Vries*, Michelle Cullen*
Health Pathways Governance Committee	Kathryn Briant*
Primary Care Emergency Response Committee	Jessica Lamb*

Australian National University

Committee	Name
Combining Eye structure function to combat progression of diabetic eye disease	Mike McCartney
ANU Medical Program Community Advisory Board	Jay Moran, Kate Gorman*
Medical Program Advisory Board	Darlene Cox*, Lachlan Atyeo*
Out-of-Pocket Costs Project Advisory Board	Julie Veitch

University of Canberra

Committee	Name
Clinical Research Rehabilitation and Translation Research Community Partnerships Group	Mike McCartney
GNC Advisory Group Aged Care Transition to Practice (ACTPP) Advisory Group (Joined with University of Wollongong)	Beatrice Vann
Nursing Course Advisory Committee	Darlene Cox*, Kate Gorman*

State and Territory Community Organisations

Committee	Name	Organisation
Trans and Gender Diverse Community of Practice	Av De Vries*	ACON
Chronic Obstructive Pulmonary Disease Reference Group	Kaye Powell	Lung Life
Humanitarian coordination committee and humanitarian support program network	Ivapene Seiuli*	Red Cross
Disability and Carer Policy Group	C Moore	ACTCOSS
ACT Peaks meeting	Lachlan Atyeo	ADACAS
ACT Leadership Think Tank	Lachlan Atyeo*	Mental Health Community Coalition (MHCC)
ACT AOD & Mental Health Alliance Executive Roundtable	Kate Gorman* (Proxy)	ATODA
Health Consumer State Peak Meeting	Lachlan Atyeo	State Peaks

National and International Organisations

Committee	Name	Organisation
Australian Digital Health Agency National Clinical Governance Council	Jessica Lamb*	Australian Digital Health Agency
Australian Pharmacy Council Accreditation Committee	Fiona Tito Wheatland	Australian Pharmacy Council
Building Pharmacy Preparedness for Natural Disaster in ACT	Kate Gorman*	Pharmaceutical Society of Australia
International Forum on Quality and Safety in Healthcare: Canberra 2025 - Local Programme Advisory Committee	Kate Gorman*	British Medical Journal and Institute for Healthcare Improvement (IHI)
Dietitians Australia Code of Conduct Expert Working Group	Jenny Berrill	Dietitians Australia
National Centre for Immunisation Research and Surveillance Consumer Advisory Group	Hui Duan Sia Spark	National Centre for Immunisation Research and Surveillance
National Health and Medical Research Council Partnership Governance Committee	Jenny Berrill	National Health and Medical Research Council (NHMRC)
Australasian Health Facility Guidelines Ambulatory Care Standard Components Consumer Representative Meeting	Kate Gorman*	Australasian Health Facility Guidelines (AusHFG)
Australian Commission on Safety and Quality in Health Care National Safety and Quality Primary Healthcare Standards Steering Committee	Darlene Cox	Australian Commission on Safety and Quality in Health Care
Royal Australian College of General Practitioners Education Research Grant Advisory Group	Janine Robertson	Royal Australian College of General Practitioners with ACT HD

Other

Committee	Name	Organisation
Canberra Region Medical Education Council Accreditation Committee	Emma Baldock	Canberra Region Medical Education Council
Wiser Healthcare Consumer Reference Group	Karin Calford	Wiser Healthcare
Health ANSWERS Research Development Committee	Shivana Chandra	Health ANSWERS
Health ANSWERS Partners Council	Darlene Cox*, Lachlan Atyeo*, Shivana Chandra* (Proxy)	Health ANSWERS



Linda Trompf (President) and C Moore at the AGM, November 2025



C Moore and Ivapene Seiuli at HCCA stall, Reconciliation Day event, June 2026

High Level Representation

- ACT Clinical Systems Governance Committee
- CHS Standard 1 Clinical Governance Committee
- CHS Clinical Ethics Committee
- CHS Clinical Review Committee
- ACT Peaks Network
- ACT NGO Leadership Group
- ACT Disability Health Reference Group
- ACT Health System Council
- CHS Disability Action and Inclusion Plan Implementation Steering Group
- CHS Occupational Violence Committee
- ACT VAD Consumer and Community Advisory Group
- CHS Consumer and Carer Advisory Committee
- CHS Planned Care Steering Committee
- CHS Women Youth and Children Clinical Governance Committee

Consumer Representatives

- Adele Lewin
- Adele Stevens
- Alan Thomas
- Ankith Arun Aswath
- Ann Lawless
- Anthea Kerrison
- Beatrice Vann
- Carolyn Smith
- Damien Bond
- Darlene Cox
- Emma Baldock
- Fiona Tito Wheatland
- Heather Warfield
- Hui Duan
- Indra Gajanayake
- Janine Robertson
- Jay Moran
- Jenny Berrill
- John Meyer
- Julia Rollings
- Julie Veitch
- Karen McKernan
- Karin Calford
- Kaye Powell
- Keith Willenburg
- Laura Chien
- Linda Trompf
- Louise Bannister
- Marion Reilly
- Mike McCartney
- Miriam Pavic
- Sia Spark
- Sue Randall
- Terri Warner
- Vanessa Goss

Staff Representatives*

- Av De Vries
- Bernadette Carter
- C Moore
- Darlene Cox
- Ivapene Seiuli
- Janine Lourensz
- Jessica Lamb
- Kate Gorman
- Kathryn Briant
- Lachlan Atyeo
- Michelle Cullen
- Shivana Chandra
- Yelena Minasyan

ACT Government	
Canberra Health Services	46
Education Directorate	1
Health and Community Services Directorate	21
Human Rights Commission	1
Infrastructure Canberra	1
Justice and Community Safety Directorate	1
ACT and other State/ Territory Community Organisations	
ACTCOSS	1
Red Cross	1
Canberra Lung Life	1
ACON	1
ADACAS	1
Mental Health Community Coalition	1
ATODA	1
State Consumer Peaks	1
ACT Organisations (other)	
Capital Health Network	5
Educational Institutions and Collaborations	
Australian National University	4
Canberra Region Medical Education Council	1
University of Canberra	3
HealthAnswers (Research Collaborative)	2
Wiser Healthcare (Research Collaborative)	1
National and International Organisations	
Australasian Health Infrastructure Alliance	1
Australian Commission on Safety and Quality in Health Care	1
Australian Digital Health Agency	1
Australian Pharmacy Council	1
BMJ / IHI	1
Dietitians Australia	1
National Centre for Immunisation Research and Surveillance	1
National Health and Medical Research Council (NHM-RC)	1
Pharmaceutical Society of Australia	1
Total Number of Committees	**105**

Appendix 2: Policy submissions or input

Local

Canberra Health Services

- Voluntary Assisted Dying Procedure
- ACT Public Health Artificial Intelligence (AI) Governance Framework
- Health Promotion Service Model of Care
- Partnering with Consumers and Carers Report - February 2026
- Healthcare Access at School Model of Care
- Community Parkinson Disease (PD) Advanced Practice Nurse Model of Care
- Adult Gender Service Model of Care
- Maternal and Child Health Model of Care
- Model of Care for the Adult Mental Health Rehabilitation Unit
- Disposition of Patients in Hospital when Treatment is Complete Procedure
- Clinical Risk Screening Care Planning Procedure
- Consumer Handouts Development and Review Guideline
- Asking the Question Procedure
- Seclusion, restraint and forcible giving of medication
- Sepsis Information
- Aged Care Placement Information
- Gastroenterology Model of Care
- Emergency Department Waiting Room Supervision
- Management of Adult with Acute Severe Behavioural Disturbance Procedure
- Home Visit Procedure
- Policy Development and Review Procedure
- Childhood immunisations and influenza program Model of Care
- Midwifery Group Practice Model of Care
- Core Maternity Services Model of Care
- Community Health Centres Model of Service
- Advance Agreement, Advance Care Direction and Nominated Person under the Mental Health Act
- ACT Public Health Artificial Intelligence (AI) Governance Framework
- Food Services - Mobile Meal flyer
- ACT Nurse Practitioner Proposed Legislative Reforms

Mental Health, Justice Health, Alcohol and Drugs Services

- Transition of care for young people receiving mental health services from CAMHS to Adult services Procedure
- Older Persons Mental Health
- Bereavement Guideline

ACT Health and Community Services Directorate

- ACT Nurse Practitioner Proposed Legislative Reforms
- Voluntary Assisted Dying - Guide for Loved Ones: the dying process and aftercare
- Maternity in Focus Second Action plan
- Maternity Experience Survey

ACT Legislative Assembly Inquiries

- Inquiry into endometriosis and other pelvic pain conditions

ACT – Other

- ACT Budget Submission
- Inquiry into ACT health system data, demand and processes



Ivapene Seiuli, Yuka Saponaro, and Ravi Krishnamurthy at the Rock for Reconciliation concert, November 2025

National

ACSQHC

- ACSQHC NSQHS Standards 3rd Edition
- ACSQHC - Transvaginal Mesh Framework

Ahpra

- Ahpra - Guidelines for pharmacists on the safe provision of pharmacy services including medicines and advice
- Ahpra Draft guidance - Sexual misconduct and the national law

Department of Health Disability and Ageing

- Modernising gap-only billing – replacing Medicare cheques with electronic benefit payments

Australian Digital Health Agency

- Share by Default

Commonwealth Inquiries

- Thriving Kids Inquiry

Other

- C.A.R.E. Telehealth Principles
- Draft Statement on Consumer and Community Participation in Health & Community Research
- Draft National Health and Medical Research Strategy Consultation
- Health Pathways



Michelle Cullen with QENDO and Endometriosis Coalition at the ACT Legislative Assembly Inquiry, May 2026

Appendix 3: Partnerships with organisations

- A Gender Agenda
- ACT Disability, Aged and Carer Advocacy Service (ADACAS)
- ACT Deafness Resource Centre
- ACT Down Syndrome Association
- ACT Mental Health Consumer Network
- ACT Lymphoedema Support Group
- ACT Council of Social Services (ACTCOSS)
- Advocacy for Inclusion incorporating People with Disabilities ACT
- Alcohol, Tobacco and Other Drug Association (ATODA)
- Arthritis Australia
- Asthma Australia
- Australian Catholic University
- Australian National University
- Australian Multicultural Health Collaborative (Federation of Ethnic Communities Councils of Australia)
- Black Dog Institute
- Bosom Buddies ACT
- Canberra Alliance for Harm Minimisation and Advocacy (CAHMA)
- Canberra Autism Spectrum Parents and Relatives Group
- Canberra Legacy
- Canberra Lung Life Support Group
- Canberra and Queanbeyan Attention Deficit Support Group
- Canberra Region Kidney Support Group
- Cancer Council ACT
- Carers ACT
- Canberra Multicultural Community Forum
- Capital Health Network
- Community Medics Australia Ltd
- Companion House
- Council of the Ageing (COTA) ACT
- Council of Australian Therapeutic Advisory Groups (CATAG)
- Dementia Australia
- Diabetes Australia
- Eczema Support Australia
- Epilepsy ACT
- Haemochromatosis Australia
- Hearts4heart
- Health Consumers' Council WA
- Health Consumers NSW
- Healthy Bones
- Health Voices Victoria
- The Heart Foundation - ACT
- Heart Support Australia
- Hepatitis ACT
- Huntingtons NSW/ACT
- Jean Hailes for Women's Health
- LGBTIQ+ Health Australia (LHA)
- Medcast
- Mental Health Community Coalition ACT (MHCC)
- Mental Illness Education ACT (MieACT)
- Meridian (formerly AIDS Action Council ACT)
- mHub - Multicultural Hub
- Motor Neurone Disease NSW
- Palliative Care ACT
- Parkinson's ACT (Hospital Research Group)
- Pain Support ACT (Arthritis ACT)
- Pharmaceutical Society of Australia (PSA)
- Public Health Association of Australia
- QUM Connect
- RSI and Overuse Injury Association ACT
- Safe Haven (Stride Mental Health)
- SATB2 Connect
- Self Help Organisations United Together (SHOUT)
- Sexual Health and Family Planning ACT
- Stella Bella Little Stars Foundation
- Stroke Foundation
- Sydney Health Literacy Lab (SHLL)
- Think Mental Health – Head 2 Health
- University of Canberra
- Wiser Healthcare
- Women with Disabilities ACT
- Women's Health Matters
- Youth Coalition of the ACT

ACT Government

- Community Services Directorate
- Health Directorate
- Office for Mental Health and Wellbeing
- ACT Human Rights Commission
- Canberra Health Services

Appendix 4: List of organisations in the Chronic Condition Network

- ACT Disability, Aged and Carer Advocacy Service (ADACAS)
- Canberra and Queanbeyan ADHD Support Group (ADDACT)
- Arthritis ACT
- Asthma Australia
- Cancer Council ACT
- Capital Health Network (CHN)
- Carers ACT
- Canberra Health Services (CHS)
  - Community Care Program
  - Advance Care Planning
  - Liaison and Navigation Service
- Council on the Ageing Australia (COTA)
- Dementia Australia
- Diabetes Australia
- Epilepsy ACT
- Haemochromatosis Australia
- Heart Foundation
- Heart Kids
- Hepatitis ACT
- Canberra Lung Life Canberra Support Group
- Mental Health Community Coalition ACT (MHCN)
- Meridian
- Motor Neurone Disease (MND) Australia
- Palliative Care ACT
- Leo's Place
- The Hospital Research Foundation Group - Parkinson's ACT
- Prostate Cancer Support Group – ACT Region
- QENDO Canberra
- Rise Above – Capital Region Cancer Relief
- RSI and Overuse Injury Association of the ACT
- School Youth Health Nurse – Clinical Nurse Unit (CHS)
- Totally and Permanently Incapacitated Veterans ACT
- Women's Health Matters
- Alcohol Tobacco and Other Drug Association ACT (ATODA)
- ACT Health and Community Service Directorate
- Chief Allied Health Office of the ACT



Michelle Cullen at the Parkinsons Conference, October 2025



HealthCare Consumers

hcca.org.au

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